Summerplace HOA Website – User Registration Process

Rev 1.3

The Summerplace HOA website, launched Nov 1, 2018 (the new Summerplace website), contains several pages that are intended to be accessible only by residents of Summerplace. These pages, referenced in this document as the resident section of the website, require the user to have log-in credentials in order to access them.

A website user with log-in credentials to the website, is described in the remainder of this document as being a member of the website. Otherwise, they are referred to as a non-member.

A non-member of the website has free and open access to all non-restricted pages but will not have access to restricted pages. If the user clicks on a link, or selects a menu item, pointing to a restricted page, they will be presented with a log-in screen, instead of the desired page.

A member of the website will have access to all pages in the website but must first log-in to get access to the restricted pages. Once a member has logged in to the website, they will have full access to all pages, unless and until they log out of the website.

The process for a new website user or "applicant" to become a member of the website is described in this document. It is a two-step process.

1. Verify residency of Summerplace
2. Register for a website membership ID

The HOA Office staff are designated as administrators of this process.

Please note, for security purposes, members of the old Summerplace HOA website, must also follow this registration process in order to become members of the new website. Log-in credentials for the old website do not transfer over to the new website.

1. **Resident Verification**

   The first step in the process is for the applicant to be certified by the HOA Office staff as a true resident of Summerplace and a member of the HOA. The following process must be followed:

   1.1. Click on the link "CLICK HERE for Access", found at the top right-hand corner of every page on the website, as shown here

   Do not click on "Resident Log In" at this stage of the process.

   1.2. Upon clicking on this link, a Resident Verification Form will appear. Fill in this form by providing your full name, street address and email address; there is no need to enter your City or Zip code. A phone number is also requested in case the HOA office needs to call with questions.

   1.3. After filling in the form, click the "submit" button which will send the form directly to the HOA Office for review.

   1.4. This completes the first stage of the process. You are free to continue browsing all non-restricted pages of the website, but you cannot yet access any pages in the resident-only section of the site.

2. Register for a website membership ID

When the HOA office receives the Resident Verification Form, they will review all information supplied against HOA records to certify that the applicant is indeed a resident of Summerplace, and a member of the HOA. The applicant may be contacted by phone or email to resolve any questions that may arise.

If the Office is satisfied that the applicant is a resident, an email will be sent to the applicant, inviting them to sign-up for website membership and giving instructions on how to do so.

It may take some time for this email to be sent after submission of the Resident Verification Form, the office staff will review all form submissions received during normal office hours. During busy periods of time in the office, they may not be able to review form submissions the same day.

After receipt of the email inviting the applicant to sign-up for website membership, the following process must be followed:
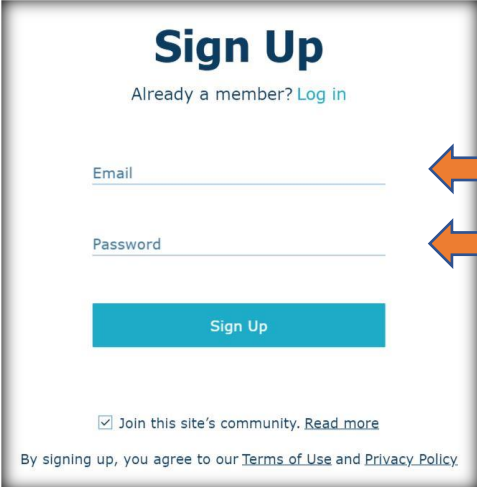
2.1. Click on the link "Resident Log In", found at the top right-hand corner of every page on the website, as shown here

2.2. After clicking on this link, the Resident Log-In screen will appear. Do not fill in this form, instead click on the link "Sign Up"
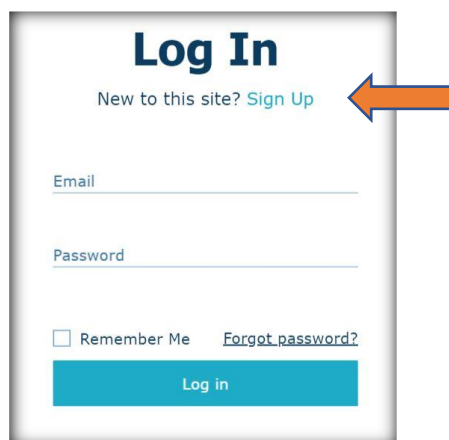
2.3. After clicking on this link, the "Sign-Up" screen will appear. Fill in this form with your email address and a password of your own choosing. You must use a real email address to sign into the website. Also, please note that the password will be known only to you; **HOA staff will not have access to your password**. Refer to sect 2.4 for password limitations.

2.4. Your password must be between 4 and 15 characters, and may contain:
- English upper and/or lower case characters
- Numbers
- Any of the following special characters: - ! @ # $ % ^ & *
- Your password cannot contain a period (.).

2.5. After filling in the Sign-Up form, click the "Sign-Up" button. Which will send the form back to the HOA office for final review.

2.6. When you click the "Sign-Up" button, you will go back to the Home page.
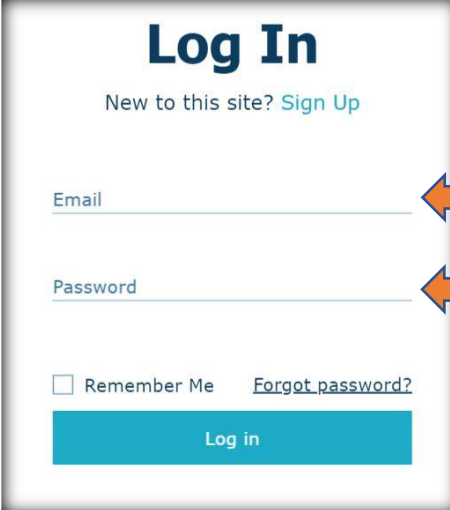
3. **Sign-in for the first time**.

    When the HOA office receives the "Sign-Up" notification, they will review the information supplied against previously approved Resident Verification Forms. If there is a match with an approved form, the sign-up request will be approved, and you will be sent a welcome email.

    If there is no match, the sign-up request will be denied. This will happen if a user has attempted to sign-up, without first filling in a Resident Verification Form.

    3.1. The welcome email will be sent from "summerplacehoa". The title of the email will be either "Welcome! Confirm your email", or "You're now a site member!" Our website security process will occassionally ask for email verification, which will result in you receiving an email requesting confirmation of your email; whichever email you get, the action you take will be the same.

    3.2. The email will contain a button, this button may say "Got to Site" or "Confirm Your Email", clicking the button will take you to the home page of our website.

    3.3. Click on the link "Resident Log In", found at the top right-hand corner of every page on the website, as shown here

3.4. After clicking on this link, the Resident Log-In screen will appear. This time do not click on the Sign-Up link (like you did in sect. 2.2, instead enter your email and password exactly as you entered them on the Sign-Up screen in sect. 2.2. Then click the "Log-In" button. If you also check the "Remember Me" box, your browser will remember your sign-in information. Please do not check this box if you are using a public computer or if there is a chance that your computer may be used by a non-resident when you are not using it.


Enter your email address here; the same email address that you used to register in sect. 2.2.

Enter your password here; the same password that you used to register in sect. 2.2.

3.5. If you forget your password, you must click on the "Forgot password" link and you will be guided through the process of re-setting your password. Remember that the office does not have a record of your password.

3.6. When you have successfully logged in to your account. You will have full access to every page on the website. You will notice that the Resident Log-In" link will change to a welcome message of the form shown here:

3.7. If you wish to make an edit to the name that you see after the word "Hello", you may do this by clicking on the downward arrow at the right side of the name. This will pop up a menu containing "My Account":
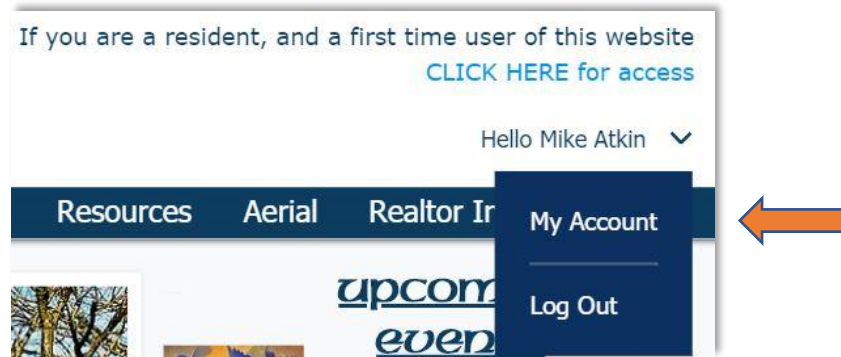
3.8. Click on this button, it will take you to your account profile and allow you to make changes.

Please note that other residents DO NOT have access to your profile information, this profile is NOT used for the Resident Directory included on the "Resident Directory" page of the website: https://www.summerplacehoa.com/resident-directory. Any changes you make to your account profile, will NOT affect your listing in the resident directory.

The resident directory is linked to the HOA resident database, maintained by the HOA office, if you wish to edit the information displayed in the resident directory, you must contact the office by using the form supplied on the resident directory page.

3.9. When you have finished browsing, please log out by clicking on the arrow on the right of your name (see below) and then selecting the button "Log Out".